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ORIGINAL

July 23, 1998

RECEIVED

JUL 23 1998

**EX PARTE FILING**

Magalie Salas, Secretary  
Federal Communications Commission  
1919 M Street, N.W., Room 222  
Washington, D.C. 20554

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Re.: *Application by BellSouth Corporation, et al., for Provision of In-Region,  
InterLATA Services in Louisiana. CC Dkt. No. 98-121*

Dear Ms. Salas:

Enclosed for filing in this docket are twelve copies, with attachments, of a letter to Kathryn Brown, Chief, Common Carrier Bureau. The letter and its attachments constitute corrections to BellSouth's application in the above-captioned matter. I would ask that you include the letter and its attachments in the record of this proceeding in compliance with 47 C.F.R. § 1.1206(a)(2).

If you have any questions concerning this matter, please contact me at (202) 326-7902.

Yours sincerely,

*Michael K. Kellogg*

Michael K. Kellogg

Enclosure

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July 23, 1998

**EX PARTE FILING**

Kathryn C. Brown, Esq.  
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Common Carrier Bureau  
Room 500  
1919 M Street, N.W.  
Washington, D.C. 20554

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**JUL 23 1998**

**FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY**

**ORIGINAL**

Re.: *Application by BellSouth Corporation, et al., for Provision of In-Region,  
InterLATA Services in Louisiana, CC Dkt. No. 98-121*

Dear Ms. Brown:

In recent discussions with the Bureau, BellSouth learned that attachments to two exhibits in appendices to BellSouth's 49,000 page application were incorrectly compiled and reproduced. BellSouth accordingly performed a thorough review of the copies filed with the Secretary, the Bureau Staff, and ITS, Inc., and found similar problems in other portions of these copies. The master copy ITS (the Commission's outside copy vendor) has used to reproduce the application for its clients is incorrect in additional respects, although we are not aware that any of these errors were present when the application was submitted to ITS.

At the Bureau's request, BellSouth is submitting today complete corrections to the application, including pages to be inserted into existing volumes. The great majority of the pages to be inserted are simply replacements for sections in which pages were out of sequence, not new pages. These replacement sections are being provided for the convenience of the Commission and interested parties. New pages, all of which are indicated on the attached errata sheet, total about one-third of one percent of the application.

KELLOGG, HUBER, HANSEN, TODD & EVANS, P.L.L.C.

Kathryn C. Brown, Esq.

July 23, 1998

Page 2

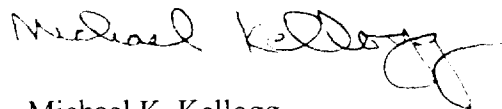
BellSouth believes that all materials needed for a favorable decision on its application were included in its July 9 filing. However, we are making these corrections to eliminate any questions regarding the completeness and accuracy of BellSouth's application. BellSouth recognizes the short deadlines that apply to section 271 proceedings. Accordingly, and pursuant to this Commission's *Revised Procedures for Bell Operating Company Applications Under Section 271 of the Communications Act*, FCC 97-330 (Sept. 19, 1997), BellSouth has no objection to a revised schedule in this docket that would have the effect of postponing all comments and replies, as well as the Commission's deadline for decision, for an appropriate period of time.

Five copies of this letter and its attachments are being submitted to the Bureau. In addition, twelve copies of this letter and the attached materials are being filed with the Secretary. The United States Department of Justice and the Louisiana Public Service Commission are being served as well.

We also are providing twelve copies to ITS, which has agreed to deliver them, for receipt today, to all parties ITS has provided copies of BellSouth's application. These copies are being provided at no cost to ITS and BellSouth has offered to assume any costs of delivery.

I would be pleased to answer any questions you may have about this matter, and apologize for any inconvenience.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Michael Kellogg", with a stylized flourish at the end.

Michael K. Kellogg  
Counsel for BellSouth

Enclosures

## ERRATA TO BELL SOUTH'S § 271 APPLICATION FOR LOUISIANA

### A. Page Substitutions

- Tab 1            Insertions to Cochran Aff. Ex. IIA (App. A, Tab 4) (new pages)
- Tab 2            Attachments to Denk Declaration (App. A, Tab 6) (new pages)
- Tab 3            Substitute Funderburg Aff., Ex. JF 19-3 (App. A, Tab 7) (new pages)
- Tab 4            Substitute Milner Aff., Ex. WKM-4 (App. A, Tab 14) (contains reordered and new pages; some pages deleted)
- Tab 5            Substitute Stacy OSS Aff., Ex. WNS-45 (App. A, Tab 22) (reordered pages)
- Tab 6            Substitute Wentworth Aff., Ex. LAW-4 (App. A, Tab 26) (reordered pages)
- Tab 7            Substitute p. 14 to BellSouth/Powertel Agreement (App. B, Tab 18) (replacement page)
- Tab 8            Insertions to BellSouth/Shell Agreement (App. B, Tab 26) (new pages)
- Tab 9            Insertion to BellSouth/Mercury Agreement (App. B, Tab 37) (new page)
- Tab 10           Insertion to App. C, Tab 321. Taylor Rebuttal Test. (new page)
- Tab 11           Insertion to App. D, Tab 4, AT&T Opposition to Ameritech Motion (new page)

### B. Other Errata

Brief: Page 36, line 19, delete "Id. ¶ 3". Page 38, line 10, delete "5" and insert "52". Page 47, line 2, delete citation; line 18, delete "117" and insert "124". Page 48, line 2, delete citation and insert "Varner Aff. ¶ 128; Scollard Aff. ¶ 10". Page 50, line 6, delete "156-162" and insert "139-140"; line 21, delete "interexchange". Page 51, line 1, delete "6" and insert "16". Page 52, line 3, delete "142-143" and insert "153". Page 56, line 14, delete "179" and insert "182, 186"; line 21, delete citation and insert "Id." Page 59, line 20, delete "189" and insert "192". Page 92 n.78, delete "\_\_\_" and insert "2"; page 103, n.87, delete "\_\_\_" and insert "5".

Barretto Aff., App. A, Tab 2: Move pages 1-5 (Staff and ITS copies only).

Funderburg Aff., App. A, Tab 7, para. 9, line 2: Insert "1" after "-".

Milner Aff., App. A, Tab 14, Ex. WKM-1, Tabs 33, 35-43: Reverse each page.

Narducci Aff., App. A, Tab 22, Ex. WNS-44, para. 36: Replace all references to "Exhibit 7" with "Exhibit 6."

Stacy OSS Aff., App. A, Tab 22: Ex. WNS-19, confidential exhibit sheets for Exs. WNS-20(a) and 20(b) should be moved from within Ex. WNS-19 to end of WNS-19; Ex. WNS-23, reverse pages 3-26 (Staff copy only).

Tipton Aff., App. A, Tab 24: Para. 4, delete "PAT - 1" and insert "PAT - 2"; para. 19, delete "PAT - 2" and insert "PAT - 1".

Varner Aff., App. A, Tab 25: Ex. AJV-4, reverse double-sided pages as needed; Ex. AJV-8, page 1, delete the caption "AJV-5".

Wentworth Aff., App. A, Tab 26: Ex. LAW-1, reverse first and second pages of exhibit; Ex. LAW-2, reverse pages 1-26 as a whole.

Wright Aff., App. A, Tab 28: Insert confidential exhibit sheet for Ex. E-REVE from end of App. A, Tab 23, Ex. WNS-1.

Yingling Aff., App. A, Tab 22, Ex. WNS-42: Move Yingling Exs. 1-6 from end of Ex. WNS-43 to Ex. WNS-42.

BellSouth/IWL Connect Agreement, App. B, Tab 46: Move Agreement and Attach. I from within Attach. III.

App. C, Tab 281: Page 3082 is after page 3118 (Staff copy only).

App. C, Tab 321, Gillan Rebuttal Test.: Delete page between pages 4 and 5.

**C. Errata Found Only in ITS, INC.'s Working Copy**

Betz Aff., App. A, Tab 3: Exhibits are found in App. A, Tab 4, Ex. IIA.

Milner Aff., App. A, Tab 5: Reorder pages of exhibit WKM-1.

Stacy OSS Aff., App. A, Tab 22: Ex. WNS-CD-2 (Vol. 1), pages 311-12 found after page 318; Ex. WNS-CD-4 (Vol. 4a), pages 719-26 are reversed.

BellSouth/US LEC Agreement, App. B, Tab 9: Reorder pages in addenda.

BellSouth/TCG Agreement, App. B, Tab 21: Reorder Agreement and attachments.

BellSouth/MCI metro Agreement, App. B, Tab 34: Reorder pages after Attach. IX .

BellSouth/Mercury Cellular Agreement, App. B, Tab 37: Delete first page 3; reorder pages after Attach. C-13.

BellSouth/IWL Connect Agreement, App. B, Tab 46: Pages missing from Attachs. III-VI.

App. C, Tab 179: Page 863 is missing.

App. C, Tab 273: Page 24 is missing.

App. C, Tab 281: Page 40 is after page 46.



Appendix A, Tab 4  
Cochran Affidavit, Exhibit IIA  
Insert 47 C.F.R. pages 427 and 429 in numerical sequence.



Leases; Account 2682, Leasehold Improvements; Account 2690, Intangibles; and any amounts associated with amortizable leaseholds, easements, and similar rights in land included in Account 2111, Land, shall be debited, as appropriate, to Account 3400, 3410, 3420, 3500, or 3600, and credited to the applicable accounts.

(ii) Amounts in Account 2111, Land, and amounts for works of art recorded in Account 2122, Furniture, shall be treated at disposition as a gain or loss and shall be credited or debited to Account 7150, Gains and Losses from Disposition of Land and Artwork, as applicable. If land or artwork is retained by the company and held for sale, the cost shall be charged to Account 2006, Nonoperating Plant.

(5) When the telecommunications plant is sold together with traffic associated therewith, the original cost of the property shall be credited to the applicable plant accounts and the estimated amounts carried with respect thereto in the accumulated depreciation and amortization accounts shall be charged to such accumulated accounts. The difference, if any, between the net amount of such debit and credit items and the consideration received (less commissions and other expenses of making the sale) for the property shall be included in Account 7350, Gains and Losses from Disposition of Certain Property. The accounting for depreciable telecommunications plant sold without the traffic associated therewith shall be in accordance with the accounting provided in § 32.3100(c) of this subpart.

(e) *Basic property records.* (1) The basic property records are that portion of the total property accounting system which preserves the following detailed information:

(i) The identity, vintage, location and original cost of units of property;

(ii) Original and ongoing transactional data (plant account activity) in terms of such units; and

(iii) Any other specific financial and cost accounting information not properly warranting separate disclosure as an account or subaccount but which is needed to support regulatory, cost, tax, management and other specific ac-

counting information needs and requirements.

(2) The basic property records must be: (i) Subject to internal accounting controls, (ii) auditable, (iii) equal in the aggregate to the total investment reflected in the financial property control accounts as well as the total of the cost allocations supporting the determination of cost-of-service at any particular point in time, and (iv) maintained throughout the life of the property.

(3) The basic property records shall consist of (i) continuing property records and (ii) records supplemental thereto which together reveal clearly, by accounting area, the detailed and systematically summarized information necessary to meet fully the requirements of paragraphs (e)(1) and (e)(2) of this section.

(4) Companies shall establish and maintain basic property records for each class of property recorded in the several plant accounts which comprise the balance sheet Account 2001, Telecommunications Plant In Service, Account 2002, Property Held for Future Telecommunications Use, and Account 2006, Nonoperating Plant.

(5) The company shall notify the Commission of a plan for the basic property record as follows:

(1) Not later than June 30 of the year following that in which it becomes subject to this system of accounts, the company shall file with the Commission two (2) copies of a complete plan of the method to be used in the compilation of a basic property record with respect to each class of property. The plan shall include a list of proposed accounting areas accompanied by description of the boundaries of each area as defined in accordance with the requirements of § 32.2000(f)(1) (i) and (ii) of this subpart. The plan shall also include a list of property record units proposed for use under each regulated plant account. These property record units shall be selected such that the requirements of § 32.2000(f)(2) (i), (ii) and (iii) of this subpart can be satisfied.

(ii) The company shall submit to the Commission one copy of any major proposed changes in its basic property record plan at least 30 days before the effective date of the proposed changes.

units or of minor items without replacement when not included in the costs of retirement units, the actual cost or a reasonably accurate estimate of the cost of the plant retired can be determined.

(3) *Methods of determining original cost of property record units.* The original cost of the property record units shall be determined by analyses of the construction costs incurred as shown by completion reports and other data, accumulated in the respective construction work orders or authorizations. Costs shall be allocated to and associated with the property record units to facilitate accounting for retirements. The original cost of property record units shall be determined by unit identification or averaging as described in paragraphs (f)(3) (i) and (ii) of this section.

(i) *Unit identification.* Cost shall be identified and maintained by specific location for property record units contained within certain regulated plant accounts or account groupings such as Land, Buildings, Central Office Assets, Motor Vehicles, Garage Work Equipment, and Furniture. In addition, units involved in any unusual or special type of construction shall be recorded by their specific location costs (note also § 32.2000(f)(3)(ii)(B) of this subpart.

(ii) *Averaging.* (A) Average costs may be developed for plant consisting of a large number of similar units such as terminal equipment, poles, wire, cable, cable terminals, conduit, furniture, and work equipment. Units of similar size and type within each specified accounting area and regulated plant account may be grouped. Each such average cost shall be set forth in the continuing property record of the units with which it is associated.

(B) The averaging of costs permitted under the provisions of the foregoing paragraph is restricted to plant installed in a particular vintage or band of years incurred within an accounting area. This paragraph does not permit the inclusion of the cost of units involved in any unusual or special type of construction. The units involved in such unusual or special type of construction shall be recorded at cost by location.

(4) *Estimates.* In cases where the actual original cost of property cannot be ascertained, such as pricing an inventory for the initial entry of a continuing property record or the pricing of an acquisition for which a continuing property record has not been maintained, the original cost may be estimated. Any estimated original cost shall be consistent with the accounting practices in effect at the time the property was constructed.

(5) *Identification of property record units.* There shall be shown in the continuing property record or in record supplements thereof, a complete description of the property records units in such detail as to identify such units. The description shall include the identification of the work order under which constructed, the year of installation (unless not determinable per § 32.2000(f)(4) of this subpart, specific location of the property within each accounting area in such manner that it can be readily spot-checked for proof of physical existence, the accounting company's number or designation, and any other description used in connection with the determination of the original cost. Descriptions of units of similar size and type shall follow prescribed groupings.

(6) *Reinstalled units.* When units to which average costs are not applied, i.e., specific and fixed location units, are removed or retired and subsequently reinstalled, the date when the unit was first charged to the appropriate plant account shall, when required for adequate service life studies and reasonably accurate retirement accounting, be shown in addition to the date of reinstallation.

(7) *Age and service life of property.* The continuing property record shall disclose the age of existing property and the supporting records shall disclose the service life of property retired. Exceptions from this requirement for any property record unit shall be submitted to the Commission for approval.

(8) *Reference to sources of information.* There shall be shown by appropriate reference the source of all entries. All drawings, computations, and other detailed records which support quantities and costs or estimated costs shall be



Appendix A, Tab 6

Denk Declaration

Insert attachments at the end of the document.

## ATTACHMENTS

## TRANSCRIPTS

Respondent #4 — Mark Renouff — Page 1

Hello?

(Hi, can I speak to Mark please?)

This is him.

(Hi Mark. Did your wife tell you that I'd be calling back?)

Yeah, and I was under the impression either one of us could handle it, you know ah.

(Well, actually, I didn't even think of that. This is the first day of interviews, and I thought just to be on the safe side I probably should talk directly to the person who did the first part of the survey.)

Oh, okay.

(So I'll probably check that out. Unfortunately, we couldn't take advantage of that in this case.)

Alright.

(Um, you're in the car now?)

Huh?

(Are you in the car now?)

Yeah. Mmm mmm.

(Okay. Um, well, just all I want to do is just follow-up on some of the things that ah, you had told us about in our earlier interview.)

Alright.

(And get a little more detail on your use of the PCS service.)

Okay.

(Ah, I am tape recording our conversation. I'm going to end up transcribing it, and possibly we'll be mailing this back to you, a copy of it, just for you to look over and make sure that we got the transcription right. Ah, but that's why we're doing this.)

Okay.

Respondent #4 — Mark Renouff — Page 2

(Okay. Now, just to verify, ah, you're using Sprint PCS service, is that correct?)

Right.

(And you use the service primarily for personal use?)

Right. Well, I bought the phone for my wife for a present, and ah, but we use it more personal than business.

(That's what I meant. Yes.)

Yeah.

(And um, what I've got here is that you were getting service, first time residential service, and then you decided to get mobile instead of wire line, is that correct?)

Ahh, ah, I'm not quite sure what you mean by that now.

(Okay, I was under the impression that um, maybe moved into a new home or you were just getting, you were setting up a household and you needed to decide to get a phone for the home and you decided?)

Okay, well, I might have misunderstood that question now.

(Okay, that's actually what I thought because I looked at some of your other responses, and it looked like you're using, you have both a wire line phone at home as well as the PCS. Is that correct?)

Now, you're talking about a wire line phone -- you're talking about a regular phone, correct?

(Exactly.)

Yeah.

(It plugs in the wall.)

Yeah, right.

(So you have both at home?)

Right.



Respondent #4 — Mark Renouff — Page 3

(Okay. And how long have you had the PCS service?)

Ah, since about October.

(Okay. And what were the circumstances that led to your decision to get the PCS service?)

Oh, now, they had ah, the, the amount of money that you have to put for the minutes that you get, the, you're not locked into no contracts. You know, ah, you know like Radio Phone and something, you've got to go a whole year, and and ah, mainly that's it. You know?

(Okay.)

Every time, like Radio Phone when you got their service, three months down the road, they're changing something on you again, you know?

(You said regular phone?)

Ah, no, Radio Phone.

(Radio Phone. Is that another wireless service?)

Right.

(Okay. Okay. And you said you got this as a gift for your wife?)

Right.

(Okay. And what prompted you to think of getting this for her as a gift?)

Well, we have a two year-old baby and you know, I don't want her to be broke down on the side of the road or something, you know, and her not to be able to get a hold of nobody that she needs, you know? Plus, the pay phones, I mean, a lot of these pay phones that we have here, they're not call back numbers.

(Okay.)

If you call off a pay phone if you're broke down, somebody can't call you back because they won't accept it. You know? This way, this is one less worry I have to deal with.

(Okay. Had you had Radio Phone before?)

Respondent #4 — Mark Renouff — Page 4

No, we were in the process of, like I said, we were in the process of going to get some type of cellular service.

(Okay.)

And ah, like I said, Sprint just had the best offer.

(Okay.)

And ah.

(And in your mind, what are the advantages of, of the ah, Sprint service that you have over um, ah, your wire line service, the regular phone? What are the advantages?)

I, well, one, I can take it everywhere I go.

(Okay.)

You know, ah, I'm, I'm, you know, the phone at home, you can't take it nowhere. You know, that's the big part right there.

(Okay.)

Um.

(Okay, and if.)

You know, with the phone at home, I mean, if people call you, you've got to wait until you get back home to find out who called you, you know? They can just call you direct, I mean.

(Now, if the Sprint PCS service was not available, what would your life be like today? What difference would it make?)

Ah, that's hard to say. Ah, I guess I'd be spending more money.

(How's that?)

You know, because then I would have had to go to either BellSouth or Radio Phone had it, had it not been for Sprint PCS to come to light.

(Mmm mmm. So you were going to get some kind of cellular service one way or the other.)

Respondent #4 — Mark Renouff — Page 5

Oh yeah, we checked them all, and as a matter of fact, right before we made the decision, Sprint has just opened up, not even a week, and then we decided to go ahead with them.

(Mmm mmm.)

They weren't even in operation for like I said, a week or two.

(Okay. Do you use it only when you're away from home, or do you also use it at home?)

Ah, it stays on at home also. Yeah. We use it between home, work and while we're -- from home.

(I'm curious, do you make calls from home on the PCS phone?)

Yeah.

(You do.)

Yeah.

(In other words, you're not always using the regular wire line phone.)

No, no.

(Okay. I'm curious. Are you using your wire line phone at home less often or as often or more often than you did before the PCS?)

Um, pretty much about the same.

(Okay. Okay. So under what circumstances will you use the PCS phone while you're at home? How do you decide which one you're going to use?)

If my wife is on the phone and I need to make a call, then I'll just pick up the Sprint phone and call, use it.

(Okay.)

You know, I mean, things like that, you know.

(Okay.)

Respondent #4 — Mark Renouff — Page 6

Cause sometimes she stays on the phone for a half hour at a time, you know, if I need to make a phone. {Laughter}

(Is that her?)

That's her. You heard her?

(Yes. I just hear her talking. I didn't hear what she said.)

She said -- ya'll could have had another customer had they not changed the rules on us.

(Ah huh. What were you saying about the pricing deal? How is that working out?)

The price, it's good. I mean, we're on the ah, what is it 800 minutes for \$80? I mean, you know.

(800 minutes for \$80?)

Right.

(Have you ever gone over the limit yet?)

No, not yet.

(Okay.)

As a matter of fact, when we first started, we started with I think it was 400 minutes for \$40, and we just extended it.

(Okay. Any other thoughts on the Sprint service and why you decided to get it?)

That's about it, you know? It was, you know, there again, they just -- and it's funny because when we heard about it and it was supposed to be like no credit check, no contracts, stuff like that, you know. Then, when we went back this last month to get my ah, daughter-in-law's phone, it, evidently they must have ran her credit check, so they must have changed the rules somewhat, and ah, evidently her credit wasn't good enough and mine wasn't good enough to get the two phones, you know?

(So you would have gotten another one for somebody else but you didn't. You couldn't.)

Respondent #4 — Mark Renouff — Page 7

Well, they said I couldn't. That's about the only upset part that I've had with Sprint since we've been with them, you know? Because you know, they claim that they did a ah, credit check with me, you know, but I don't remember them asking or saying that they were going to do one. You understand what I'm saying?

(Yeah.)

When they first started this, I really don't, you know, and that's what I told my daughter-in-law. So when she went to get it, and she does, she's got better credit than us. That's why I couldn't understand why they refused her. You know? But, so then I just called them back and asked them -- can I get a second phone, you know, with a second bill put under my name, and they told me I couldn't, so. But I mean other than that, you know?

(Okay. Any other thoughts on why you decided to get this PCS service?)

No, that's it.

(Okay. Well, sir, I want to thank you very much. Oh, and just for my records, I've got two different spellings of your last name. Can you give the correct spelling please?)

It's Renouff.

(O-u-f-f. Okay. Well, thank you very much, Mark. You have a great weekend.)

Alright, thank you.

(Bye.)

Bye-bye.

END OF INTERVIEW.

Respondent #8 — Michael Mitchell — Page 1

Hello?

(Michael?)

Yes.

(Hi, this is Jeff Walkowski, we talked earlier.)

Yes.

(Now is an okay time?)

Sure.

(Great. Ah, basically, what we want to do is just ah, continue on with the interview that you had done last week. You're going to do a lot more of the talking this time rather than me read a lot of questions to you.)

Okay.

(Ah, we're trying to find out a little bit more about your use of the mobile service that you have.)

Mmm mmm.

(Okay? I am recording our conversation.)

Okay.

(And I will end up having it transcribed, and we may or may not ah, send a copy of it to you to look over just to make sure that we typed it up accurately.)

Okay.

(And if we do send it to you, we'll send along a self-addressed envelope and will just ask you to sign your, your approval of it and send it back to us.)

Okay.

(Okay? Now, the service that you're using is with PrimeCo, is that correct?)

That's correct.

Respondent #8 — Michael Mitchell — Page 2

(And how long have you been using them?)

Ah, since February, '97.

(February, '97. So you've had it over a year now.)

Oh yeah.

(Okay. And it looks like you use it for both business and personal use, but it looks like the scale tips a little more toward personal use?)

Yeah.

(That's correct?)

You can say that's pretty accurate, yeah.

(And when you first signed up for the service, what we've got from my notes in your previous interview was that your intention was to replace the wire line service that you had at home with the mobile service.)

Mmm mmm.

(Is that true?)

Yes.

(Okay. Why don't you talk to me a little bit about that. Why did you want to do that?)

Well, for one thing, okay I'm maintaining one phone line in my house, and that's for my computer for just strictly data. No one ever uses that for voice. Now, I was running two. I was running a line for voice and a line for data, and well, I'm not home, when I am home it's too late to talk to anybody, and I'm not home most of the time, so I said, well, the logical thing for me to do is to have a mobile phone that's reasonable enough in minutes that I can just do most of my conversations that way, and well, you know, it worked out well and there was no need for me, you know, I didn't think there would be a need for me to have a home for a base phone outside of for data, so I just got rid of my voice line and ah, went from there.

(Okay. And what other options were you considering at the time, if any?)

Respondent #8 — Michael Mitchell — Page 3

Well, I was considering -- Sprint actually hadn't come out yet. I was debating holding out for Sprint. That was really my only other option because I just couldn't see paying BellSouth the obscene amount of money that they would want for the same thing.

(Okay, you were still thinking of another mobile service?)

Yeah.

(Okay, okay. And tell me a little bit about how you actually use the ah, mobile service?)

Well, I'm not sure what you mean by use other than making calls. Also, it's probably significant to note that I'm a -- I'm not home probably two to three nights out of a week for like 48, 72 hours I'm not home at all, and so that's another reason that the ah.

(Is that work related or?)

Ah, personal. Just, just ah, friends all over and ah, so rather than driving home at 3:00 in the morning, sleep there.

(So what were you doing when you didn't have PCS?)

Ah. When I didn't have the PrimeCo service? (Yeah.) I was going home, listening to my messages and trying to catch up with people whenever I could which wasn't working out too well, and I had a beeper, but didn't give very many people the number because well, because people beep me for stupid reasons that I have to stop and get on a payphone to call them back, and whereas, with PrimeCo, my first minute's free, so I can say, hey, I don't want to talk to you. Fine, just hang up and it doesn't cost me anything.

(Yeah, cause if the PrimeCo didn't come out, um, with their service, I mean, where would you be today? What would, how would things be different today?)

It, well, I'd still be missing most of my calls. I, I'd get home and check my messages at an obscene hour that I wouldn't be able to return them at, and most of them, it's either usually too late or you know, it's really not that significant, and it could be days before I actually get in contact with the people who are trying to get in contact with me.

(Okay. And what would you say are the, give me a list of the advantages that PCS offers you.)



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Ah, are you talking PrimeCo mobile service, digital service? (Yes. Yeah.) The advantages are for the obvious reasons, I ah, I can go and don't have to worry about missing my calls and missing when people are trying to get to me. Ah, another advantage would be that well, it's clear. I like, I like the clear reception. It's a lot better than cellular, and it's a lot cheaper than cellular. I'm getting 500 minutes for \$50 bucks, ah, \$40 bucks a month actually, and ah, free weekends for another \$5, and I can call anywhere in the state, and it's like a local call. Those are the things that really work out to my advantage. I know a lot of people who live north of the, north of the lake and up in Shreveport and in that area, and so it works out real good that if I need to call them, I don't have to pay long distance. I call them on the weekend, and it doesn't cost me anything.

(Okay. Okay. Any other thoughts on the PrimeCo service and why you decided to get it?)

Well, I guess the reason I decided to get it was because it was the best deal around at that time. There really wasn't anything else out there that could come close to giving me what I wanted for the price that I was willing to pay. I guess that um, you know, I've had a few problems with their service. You know, they've, they've gotten them, and there was a few times ... things, but most of that's worked out. You know, sometimes you expect dealing with that when you're dealing with a company that really hasn't been in the area very long. You expect, you know, you realize when you buy the product that you're going to deal with some bugs and problems. You know, you walk off and buy a piece of software off of the shelf, and you know, if it's version 1, you're going to pay the price a little bit, and that's kind of how I looked at, you know, getting PrimeCo initially. I knew there would be some inconveniences and problems, and initially some of the areas I wanted to go to weren't always covered, but they've upped that and most of those areas are now covered and just going from there. You know, they're getting better.

(Any regrets about getting the PrimeCo service?)

Well, every once in a while -- I have to tell you, I had a problem. I changed my number just last week, and dealing with customer service really made me want a person that I could reach out and grab and yank across the counter and slap them around a little bit. That's how frustrating it got. You know, that was a little -- they changed my number to a Slidell prefix which is long distance for most of the people in my area. So therefore, they would have to dial long distance, but I had to wait 24 hours before I could change the number again because you can only change it once in a 24 hour period because of the way the system's set up. And I understand why they would do that, but you know, it was frustrating. It's little things like that though, you know, minor things. So overall, they've done really well. I've had a few problems with my phone a few times. They've always switched it out with no problem. In fact, I'm using one of their newer models now that they upgraded from my original free of charge. You know, those kind of things make me feel better about going with them. Um, you know, because now I have the option of doing roam in cellular. If I'm in a cellular area, I can, I can use it and roam which I didn't have with my old phone. It was purely digital. You know, I guess that's it. In spite of the things that they've ... with, they've treated me pretty well.

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